

ADULT SUPPORT PROGRAM

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ADULT SUPPORT PROGRAM

The adult support program is designed to make services available to adults to prevent or eliminate conditions that are barriers to functioning in the least restrictive environment. These services encourage and assist adults to obtain or more fully use services available in their community which promote all aspects of health and well-being, including a positive orientation to their living arrangement. The successful provision of service under this program may require that the adult's family also receive service. Included within this program are community assistance services, individual treatment services, social contact services, and supervisory services.

This chapter covers eligibility criteria, application procedures, methods and locations of service provision, units of service, and adverse service actions.

LEGAL BASIS

The establishment, purpose, and general duties of the Department of Human Services are governed by Iowa Code Chapter 217. Specific reference to the Department of Human Services' authority to administer adult service programs is found in Iowa Code Chapter 234, Section 6. Rules concerning the adult support program are found in Iowa Administrative Code 441--183.

Throughout this chapter, reference is made to Department policy found in other chapters of the Employees' Manual. Rules concerning such policies are in Iowa Administrative Code Chapters 441--130, "General Provisions," and 441--150, "Purchase of Service."

DEFINITION OF TERMS**Policy**

"Case plan" means the comprehensive written plan, form SS-0607-0, referred to in XIII-A, Case Plan Development, that is developed by the Department.

"Social casework" means those activities undertaken by a Department worker to assure that the responsibilities outlined in XIII-A, SOCIAL CASEWORK RESPONSIBILITIES, are fulfilled.

"Department" means the Iowa Department of Human Services.

"Service provider" means (a) an institution, organization, facility, or individual that has entered into a purchase of service contract with the Department for provision of individual treatment service, or (b) Department staff.

ADULT SUPPORT PROGRAMDEFINITION OF TERMS (Cont.)**Comment**

Legal reference: IAC 441--183.1(234)

ELIGIBILITY**Policy**

Where available and funded, the adult support service program shall be provided to persons who meet the eligibility requirements for services specified in XIII-A, DETERMINATION OF ELIGIBILITY.

Comment

There are four eligibility tests: residence, age, financial status, and need for service.

Legal reference: IAC 441--183.2(234), 130.3(234)

Residence**Policy**

To be eligible for the adult support program, a person must be living in the state of Iowa, as set forth in XIII-A, Residence.

Comment

The service must be listed in the Social Services Block Grant Pre-expenditure Report for the county where the person is living.

Legal reference: IAC 441--183.2(234), 130.3(2)

Age**Policy**

To be eligible for adult support services, a person must be an adult. "Adult" means any person who has attained majority through arriving at the age of 18 or through marriage, even though the marriage is terminated by divorce.

Comment

Legal reference: IAC 441--183.1(234)

ADULT SUPPORT PROGRAM**ELIGIBILITY** (Cont.)**Need for Service****Policy**

The adult's need for adult support services shall be established through the assessment process, as set forth in Case Plan Requirements in this chapter and XIII-A, CASE PLAN DEVELOPMENT.

Comment

A person is eligible for the adult support program if one or more of the following conditions exist.

1. The person is at risk of initial or continued dependent adult abuse as determined by an abuse evaluation.
2. The person requires assistance in obtaining appropriate supportive services from community resources, such as screening programs; out-patient and inpatient medical programs (physical or psychiatric); in-home health services; special procurement programs that help in obtaining pharmaceuticals and medical appliances such as prostheses, wheelchairs, and glasses; other social services; or acute or long-term care.
3. The person is isolated and requires personal contact to remain in the least restrictive environment.
4. The person requires assistance in the performance of required activities of daily living.
5. The person's functioning is such that therapy, counseling or treatment is needed.

To successfully meet the adult's service needs, the adult support program services received by the adult may also be provided to members of the adult's immediate family. "Immediate family" means the adult's spouse, parents, and children.

The need for adult support as part of a protective services plan shall be established according to XIII-D(1), DELIVERY OF DEPENDENT ADULT ABUSE TREATMENT SERVICES.

Legal reference: IAC 441--183.2(234), 30.3(1)

ADULT SUPPORT PROGRAM**ELIGIBILITY** (Cont.)**Need for Service** (Cont.)**Procedure**

The worker shall use the assessment process, case plan development, and reassessment procedures specified in Case Plan Requirements and XIII-A, SOCIAL CASEWORK RESPONSIBILITIES, to determine whether the client needs adult support services. Services may be provided only when the client agrees to accept them or is under court order.

The service worker shall:

1. Explore the need for adult support services with the client.
2. Establish the client's need for adult support services.
 - a. Identify the conditions that establish the client's need for adult support services.
 - b. Specify the problems to be overcome or alleviated.
3. Document this need by entering in the Department case plan:
 - a. Identifying information about the client.
 - b. The client's specific conditions that establish the need for service.
 - c. The specific problems to be overcome or alleviated.

Financial Status**Policy**

Adults with an established need for adult support program service who qualify for income maintenance status or income eligible status or who have a protective service need for services without regard to income, as set forth in XIII-A, Financial Eligibility, are eligible for the adult support program.

Comment

Legal reference: IAC 441--183.2(234), 130.3(1)"d"

ADULT SUPPORT PROGRAMDENIAL OF ADULT SUPPORT SERVICES**Policy**

Adult support services may be denied to adults when the worker determines that one or more of the situations listed in XIII-A, ADVERSE ACTIONS: Denial of Services, currently applies.

Comment

The decision to provide adult support services must take into account the availability of services as well as the client's need for service. If the client's need for service cannot be established, services must be denied. However, a client who meets the minimum eligibility requirements might also be denied services if appropriate services or funds for services are not available. The ability to deny services means that workers regularly need to prioritize the needs of the adults with whom they are involved, in consultation with their supervisor, to assure that those with the greatest needs are receiving the available services.

Legal reference: IAC 441--183.8(234), 130.5(1)

Procedure

Notice of the denial shall be given as specified in XIII-A, ADVERSE ACTIONS: Notification.

DELIVERY OF ADULT SUPPORT SERVICES**Policy**

The worker shall involve the client in identifying service needs and resolving problems. The worker shall monitor the provision of adult support services to assure that the identified needs of the client are actually being served.

Comment

All aspects of adult support service provision, including Department social casework activities, delivery of all purchased and direct service packages, and the service provider's service management activities, shall be undertaken with the needs of the client as the prime consideration.

These services are intended to promote client self-sufficiency by providing assistance that permits and encourages the client to keep or gain a responsible level of control over self, role in the community, and role in the family.

Legal reference: IAC 441--183.1(234), 130.6(234)

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT SERVICES (Cont.)**Procedure**

If the adult is resistant to services, causing noncompliance with this policy, the worker shall develop a plan to overcome this resistance. If the resistance appears to be insurmountable, the worker shall reassess service eligibility. If necessary, the worker shall terminate the services, following the policies of TERMINATION OR REDUCTION OF SERVICES and XIII-A, ADVERSE ACTIONS: Termination of Services.

Case Plan Requirements**Policy**

The case plan shall be submitted to any service provider or allied service provider to whom the adult is referred. Unless the immediacy of service needs dictates otherwise, the case plan shall be prepared prior to the delivery of service.

When the case plan is not submitted to the service provider prior to initial service provision, referral information shall be provided that includes a description of the adult's needs, the Department's goals, and the services being requested. This information shall be confirmed or amended through the submission and explanation of a case plan no later than 30 days after the date of the adult's application for services.

Comment

The worker shall assure that the plan includes specific information to guide service delivery. The plan shall be reviewed quarterly with service providers to assess progress, goal attainment and the need for adjustments.

Legal references: IAC 441--183.5(234)

Procedure

Activities undertaken to determine an adult's eligibility for services should be viewed as the beginning of the case planning and assessment procedures. Although certain assessment activities, goals, objectives, or responsibilities and action steps may target individual family members, the worker shall develop the case plan to address the strengths and needs of the adult receiving services. Information specific to the adult support service planning process shall be included in the general format.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Case Plan Requirements (Cont.)**Procedure** (Cont.)1. Case Assessment

Case assessment for adult support shall include explanations of the following:

- a. The nature and immediacy of any risk of dependent adult abuse.
- b. The conditions of the adult which must be changed to remove or reduce the identified risk of abuse, a more restrictive placement, isolation, or dysfunction.
- c. The needs of the adult which are relevant to changing the conditions that are contributing to the risk of abuse, a more restrictive placement, isolation, or dysfunction.
- d. The strengths of the adult and the adult's family which can be built upon to help meet the adults needs.
- e. The level or intensity of service necessary to help the adult meet needs and remain self-sufficient following service termination.

2. Financial Eligibility

The section of the case plan on financial eligibility should indicate that:

- a. Service needs have been identified through Department eligibility determination.
- b. Services are to be provided due to income maintenance status, income eligibility status, or a protective need without regard to income.
- c. Documentation for this basis of eligibility is referred to and included in the case assessment portion of the plan.

3. Goals

All five Social Services Block Grant goals are appropriate for adult support services. The plan shall indicate the specific goals and the desired outcome of the services.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Case Plan Requirements (Cont.)Procedure (Cont.)4. Objectives

The plan shall identify a client specific goal and indicate as client objectives the measurable and observable behavior or conditions of the adult necessary to demonstrate goal attainment. The SRS objectives are goal-specific and depend on the adult's situation. The following are authorized SRS goal/objective combinations:

Goal 1. Achieving or maintaining economic self-support to prevent, reduce or eliminate dependency.

- A Work Incentive Program To provide to ADC recipients opportunities for learning or increasing job skills through vocational classroom training, job placement and other services to facilitate economic self-support.
- B Individual Education and Training Plan Program To provide to ADC recipients opportunities for learning or increasing job skills through vocational classroom training, job placement, and other services to facilitate economic self-support.
- C Supportive Services for Employment To provide necessary supportive services to enable eligible persons who are not enrolled in WIN or IETP to seek or maintain employment or to increase their level of employment, reducing dependency or potential dependency and making increased self-support possible.

Goal 2. Achieving or maintaining self-sufficiency, involving reduction or prevention of dependency.

- G Remove Barriers to Self-Sufficiency To provide services to elderly and adult handicapped persons which will enable them to overcome environmental, social, situational and personal barriers to their attainment of self-sufficiency.
- H Alternative Living Arrangements To provide structured experiences to enable children and adults to establish normal personal social adjustment so they can attain or maintain self-sufficiency.

Goal 3. (1) Preventing or remedying neglect, abuse or exploitation of children and adults unable to protect their own interests; (2) preserving, rehabilitating, or reuniting families.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Case Plan Requirements (Cont.)Procedure (Cont.)4. Objectives (Cont.)

- M Protection for Elderly and Handicapped Adults To provide protection to adults who are unable to protect their own interests or who are harmed or threatened with harm through action or inaction by another person or through their own interests or who are harmed or threatened with harm through action or inaction by another person or through their own actions due to ignorance, incompetence, or poor health, resulting in physical or mental injury; neglect or maltreatment; failure to receive adequate food, shelter, or clothing; deprivation of entitlements due them; or diminution of their resources.
- N Preserving, Rehabilitating, or Reuniting Families To enable the family to remain together or reunite and to prevent substitute care for children by providing a variety of services which contribute to strengthening, preserving, or rehabilitating families.

Goal 4. Preventing or reducing inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care.

- P Enable Elderly and Handicapped to Remain in Their Own Homes To provide the necessary services and support to elderly and handicapped persons to enable them to remain in their own homes. These home care services are intended to provide physical, mental, and environmental stimulation and to prevent or reduce the incidence of institutionalization.
- R Placements for Children and Adults Due to Personal or Family Dysfunction To provide appropriate substitute placements for persons who cannot be cared for in their own homes due to their own, their parent's, or their family's dysfunction, for whom placement in an institution is neither desirable nor appropriate.

Goal 5. Securing referral or admission for institutional care when other forms of care are not appropriate, or providing services to individuals in institutions.

- U Evaluation Services to Persons in Health Care Facilities To provide services for evaluation and reevaluation of the care and services plan and to provide needed services to persons in nursing or other health-care facilities.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT SERVICES (Cont.)Case Plan Requirements (Cont.)Procedure (Cont.)4. Objectives (Cont.)

- V Out-of-Home Care To provide children and adults needing out-of-home care the necessary support and service to secure the least restrictive care possible, based on the person's inability to adapt to care in the family setting and need for structure and consistency which cannot be provided in a family setting.

5. Specific Services

The plan shall describe the adult support service and any other services being provided. The description shall include each service's appropriateness in terms of service delivery location, intensity, and comprehensiveness (potential) for addressing the service objectives.

The plan shall also indicate the service provider chosen to deliver the services. If a team approach to service delivery is considered appropriate by the worker, the plan shall specify the identity of people on the team and their agency affiliation. This section of the plan shall specify the date of initial provision of the adult support program service.

6. Responsibilities and Action Steps

The plan shall clearly specify the responsibilities and action steps of the worker, any involved service provider other than the worker, and the client. Responsibilities and action steps must be both reasonable and possible. They must clearly related to either social casework, service management, or the identified service objectives.

- a. Worker responsibilities: The plan shall indicate all actions necessary to provide or arrange for service, monitor achievement of client goals and objectives, and insure service delivery by any other service providers involved. Planned frequency of contact with the client and any service provider shall be specified.

When other services are being provided from other agencies, the Department should coordinate the service management activities related to their service provision. The case plan shall specify how the Department worker will undertake these activities. The plan shall include procedures and time frames for the social casework intake, assessment, planning, and termination.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT SERVICES (Cont.)Case Plan Requirements (Cont.)**Procedure** (Cont.)6. Responsibilities and Action Steps (Cont.)

- b. Service provider responsibilities: When the service provider is other than the Department worker, the plan shall indicate actions and tasks associated with both the service provider's service management activities and the direct provision of the requested service. Reasonable time frames shall be identified for the various actions and tasks.

A purchase provider's submission of written reports shall comply with the policies in XV-A(1), Conditions of Participation: Client Reports. Any request by the worker for more frequent submissions shall be identified and explained in the case plan. The explanation must describe the special needs or condition of the client that warrant the additional activities and why other means of communication would not suffice.

- c. Client responsibilities: The plan shall indicate tasks, activities, actions, and time frames for which the adult is accountable.

7. Reassessment and Revision

The plan shall indicate that the worker will review the case plan with the service provider following the worker's receipt of a service plan, progress report, or information pertinent to the case that might call for case plan or service plan revisions.

The case plan may be revised to reflect the service provider's assessment findings or other case developments, when the worker determines a need for a change in the goal, objective, service, service intensity, or service provider.

Where the worker undertaking social casework and case plan development activities is also directly providing the service, the case plan shall be reviewed with the worker's immediate supervisor throughout the service period for possible revisions.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Case Plan Requirements (Cont.)**Procedure** (Cont.)8. Termination

The plan shall indicate the nature of the service. It shall describe other aspects of the adult's condition or progress that will warrant termination according to the policies in TERMINATION OR REDUCTION OF SERVICES and XIII-A, ADVERSE ACTIONS: Termination of Services.

Comment

Each section of the case plan shall contain the information outlined above. Unnecessary duplication may be avoided with careful cross-references between sections.

The information in the case plan is a summary which is supported by other documents in the case record. These documents include progress reports, provider service plans, and case narrative. All relevant information pertaining to the adult shall be included in the case record.

Service Guidelines**Policy**

The adult shall receive adult program support services delivered directly by Department staff or by service providers who have contracts with the Department to provide individual treatment service. Developing an adult's case plan involves choosing one or more services for the adult.

Comment

Legal reference: IAC 441--183.1(234) and 183.4(234)

Available Services**Policy**

The various services which may be provided are limited to the following:

- a. Community assistance services, direct provision only.

"Community assistance services" are activities undertaken to support the identification, development and provision of services

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Service Guidelines (Cont.)Available Services (Cont.)Policy (Cont.)

within the community on behalf of the adult. The activities include helping the adult identify ways to utilize and benefit from available community resources. The activities also include consultation and collaborating with other community resources to develop and implement service approaches responsive to a particular adult's needs. When possible, the adult takes part in any consulting or collaborating.

- b. Individual treatment services, direct or purchased provision.

"Individual treatment services" are activities undertaken to halt, control, or reverse undue stress and severe social, emotional, or behavioral problems that threaten or have negatively affected the adult's functioning or stability. Activities undertaken through this service may include therapy, counseling, and treatment to adults.

- c. Supervisory services, direct provision only.

"Supervisory services" are activities undertaken to provide necessary oversight or guidance to an adult in the performance of required activities to facilitate the receipt of necessary service not otherwise available.

- d. Social contact services, direct provision only.

"Social contact services" are activities undertaken to provide reassurance to otherwise isolated adults through personal contact as a means of maintaining them in the least restrictive environment.

Comment

Adult support service can include only those services listed above. These services are coded in the Service Reporting System with the designation of 39.

This restriction does not mean that other Department services or allied services cannot be provided with an adult support service in a coordinated manner. Case plans might be developed that include any

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT SERVICES (Cont.)Service Guidelines (Cont.)Available Services (Cont.)**Comment** (Cont.)

number of Department and allied services. Determination of eligibility and case planning for other services provided with an adult support service shall follow the policies and procedures that exist for those services.

Legal reference: IAC 441--183.1(234) and 183.4(234)

Choosing a Service**Policy**

Adult support program services shall be chosen and delivered according to the specific needs of the adult receiving the services.

The frequency, intensity, and comprehensiveness of the adult support services offered shall be structured to assure that all reasonable efforts are made to provide the least restrictive responses appropriate to help the adult alleviate those conditions which warranted the adult's eligibility for services.

Comment

It is crucial to implement services with an intensity and comprehensiveness which address the needs of the adult as identified through the assessment process.

Legal reference: IAC 441--183 (Preamble) and 183.5(234)

Procedure

Choosing a service or services that meets the needs of an adult involves a number of related steps. The following activities shall be undertaken by the worker in the order they are presented.

a. Assessing Level of Risk to the Adult

Review those needs that have already been identified through assessment activities and determine how imminent the danger to the adult appears to be.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Service Guidelines (Cont.)Choosing a Service (Cont.)Procedure (Cont.)b. Determining Need for Immediate Intervention

Determine whether the assessment process will result in sufficient information to identify service needs of a clear and specific nature. If service needs are not clear, and the adult's condition appears too complex for a typical assessment process, the worker may need to use supervisory consultation. The outcome of this step should result in one of the following determinations:

- (1) Information readily available indicates the need for an immediate service response prior to completion of the case plan. Services are needed to stabilize the adult's situation. Service provision guidelines should be quite flexible in recognition of the immediacy of the adult's needs and because this immediacy prohibits the worker from making a comprehensive assessment to identify specific adult needs. The service provider's assessment findings and other information will assist in the completion of the adult's case plan.
- (2) Information readily available indicates the adult's condition and service needs are too complex for normal assessment activities. A case plan shall be developed that chooses to involve appropriate and available professionals. If the risk to the adult, as with imminent danger, warrants it and the services are available, this package might include a supervisory service.
- (3) Information readily available indicates the adult's condition can be handled with a normal assessment process that allows for the completion of a case plan with service needs identified in a clear, specific, and timely manner.

c. Determining Service

All of the information collected by the worker to address eligibility should be reviewed and additional information collected to determine the adult's needs and strengths. Understanding the needs and strengths of the adult is crucial in choosing the appropriate service or services. The

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comprehensiveness of the services should be directly related to the complexity and diver-

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Service Guidelines (Cont.)Choosing a Service (Cont.)Procedure (Cont.)c. Determining Service (Cont.)

sity of the adult's condition. While the worker has a great deal of flexibility in choosing the service or services, the following guidelines shall be considered in all cases:

- (1) Individual treatment services are an appropriate response when an adult's condition includes undue stress and severe social, emotional or behavioral problems that threaten or have negatively affected the adult's stability.
- (2) Community assistance services are an appropriate response when an adult's condition includes a failure on the part of the adult to use community resources that may be available to them or when the adult's current involvement with such resources is problematic to either the adult or other agencies and individuals.
- (3) Supervisory services are an appropriate response when the adult's condition includes the lack of structure or stability that is needed for the adult to receive and benefit from other services.
- (4) Social contact services are an appropriate response when the adult's condition includes an inability or lack of motivation to develop social interaction or communication.

Following these guidelines, the worker shall choose a service or services based on the availability of services and the needs of the adult.

d. Determining Level of Service Intensity

The worker shall review all aspects of the adult's condition. The worker shall develop guidelines for the service provider (or themselves if directly providing the services) regarding the frequency of contact with the adult or other agencies or individuals. Such guidelines may vary for the different services. Guidelines should be reasonable and flexible enough to assure that the adult's needs are being met.

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT SERVICES (Cont.)Service Guidelines (Cont.)Choosing a Service (Cont.)Procedure (Cont.)e. Determining the Client's Service Providers

The worker shall review the nature of the service and the desired level of service intensity when making the choice of service provider.

With supervisory input, choosing the service provider shall be undertaken in the following steps:

- (1) If the worker is qualified to deliver the desired service and existing caseload size permits the desired level of service intensity, the worker should be designated the service provider. If not, then:
- (2) The availability of other Department staff who are qualified to provide the desired service at the desired level of intensity shall be determined. If available, the worker shall refer the client to them. Supervisory discretion may also allow the transferring of social casework responsibilities. If referral to other Department staff cannot provide the needed services, then:
- (3) The worker shall review the availability of appropriate purchase or allied service providers for this service. While workers should have knowledge of service-providing agencies and their capabilities, the district project manager may be consulted when necessary. Potential service providers should be contacted to discuss their current availability to provide services that will meet a specific client's needs. Referral to a purchased or allied service provider shall follow a mutual agreement that the provider is able and willing to deliver the treatment service and perform the service management activities.

Comment

The procedures outlined above are meant to assist workers as they undertake the difficult task of matching client needs with services. Clients' needs are often complex and diverse. Likewise, the availabi-

ADULT SUPPORT PROGRAMDELIVERY OF ADULT SUPPORT PROGRAM SERVICES (Cont.)Service Guidelines (Cont.)Choosing a Service (Cont.)**Comment** (Cont.)

lity of Department staff and purchase of service providers varies over time and by area of the state.

Service Delivery Location**Policy**

Services shall be delivered in that location which is deemed appropriate by the adult, the social worker, and, if purchased, the provider.

Comment

Based on client assessment findings, services shall be delivered in whatever locations the Department's worker, the adult, and, the purchased provider determine are appropriate to assure that all reasonable efforts are being made to meet the adult's needs.

Legal reference: IAC 441--183.7(234)

TERMINATION OR REDUCTION OF SERVICES**Policy**

Services may be terminated or reduced to the adult, in a manner consistent with the policies in XIII-A, ADVERSE ACTIONS, at any time prior to the date originally specified in the case plan.

Comment

Legal reference: IAC 441--183.8(234)

Procedure

Notice of adverse actions policy established in XIII-A, NOTIFICATION. The worker shall give any service provider delivering the service to be terminated or reduced as much advance notice as is possible. The worker shall assist the

ADULT SUPPORT PROGRAMTERMINATION OR REDUCTION OF SERVICES (Cont.)**Procedure** (Cont.)

service provider to minimize any negative impact the change in service may have on the adult.

APPEALS**Policy**

Decisions made by the department or its designee adversely affecting clients may be appealed pursuant to I-E, "Appeals and Fair Hearings." Decisions made by the department adversely affecting service providers may be reviewed pursuant to XV-A(1), REVIEWS OF DEPARTMENT ACTIONS.

Comment

Legal reference: IAC 441--183.9(234)

Procedure

The worker shall notify the adult of the right of appeal at the same time the adult is notified of any adverse action. (Form SS-1104-0 contains the notice of appeal rights.) The client should be informed if a request on an appeal because of a reduction or termination of service is received within ten calendar days from the notice, services will be continued at the present level at least until the time of the hearing. However, any payments made may be subject to recovery if the action is sustained.

REAPPLICATION FOR SERVICES**Policy**

Adults who have terminated services may reapply for services. Reapplication shall be handled as new applications.

Comment

Legal reference: IAC 441--183.3(234)

ADULT SUPPORT PROGRAMREAPPLICATION FOR SERVICES (Cont.)**Procedure**

Any client who has previously received adult support program services shall be assigned a worker who will determine the client's eligibility and, if appropriate, develop a case plan to meet the client's needs.

CONTRACT MANAGEMENT GUIDELINES**Policy**

The development and management of purchase of service contracts for individual treatment services shall comply with the policies and procedures of XV-A(1), "Iowa Purchase of Social Services Agency Contract."

Comment

Legal reference: IAC 441--150

Service Management Responsibilities**Policy**

Service management activities shall be undertaken by the purchase of service provider to structure and facilitate the delivery of the service or services that are providing in response to the directions and goals of the Department case plan. These activities include the following:

1. Intake activities to collect information about the client necessary to begin service delivery.
2. Assessment activities to review all available information on the client to identify the strengths and resources of the client as well as obstacles impeding the client. The strengths, resources, and obstacles are analyzed throughout the service period to facilitate the service provider's response to the Department's case plan directions and goals.
3. Planning activities to develop or revise a written service plan which reflects the assessment findings and describes the service provider's implementation of the Department's case plan directions.
4. Termination activities to review information prior to the discontinuation of one or more services and develop a summary of service delivery and service outcome. The summary shall include recommendations to the Department regarding the client's needs for future services.

ADULT SUPPORT PROGRAMCONTRACT MANAGEMENT GUIDELINES (Cont.)Service Management Responsibilities (Cont.)**Comment**

Legal reference: IAC 441--183.5(2)

Units of Service and Unit Rates**Policy**

One hour of service to the client shall be considered one unit of service. Service billings shall be based on any quarter portion of one hour of service. Monthly cumulative units shall be rounded up or down to the nearest whole unit for billing purposes.

1. Direct Contact Service Unit

The service rate for all adult support services shall be based on direct face-to-face contacts between the service provider and the client.

Exception: Service units for community assistance and individual treatment services are not restricted to face-to-face contacts.

2. Community Assistance Service Unit

Service units for community assistance services shall be based on activities undertaken with, or on behalf of, the client to provide a community assistance service.

3. Individual Treatment Service Unit

Service units for individual treatment services shall allow for collateral contracts.

Comment

Legal reference: IAC 441--183.6(234)

Progress Reports**Policy**

Progress reports and termination summaries shall be submitted to the Department staff responsible for social casework for the client, according to policies in XV-A(1), Conditions of Participation: Client Reports.

ADULT SUPPORT PROGRAMCONTRACT MANAGEMENT GUIDELINES (Cont.)Progress Reports (Cont.)**Comment**

Information contained in progress reports is needed by the social caseworker to assess the client's progress towards goals and objectives. A clear understanding of the Department's need for information on the part of service providers is critical to consistent and meaningful communication.

Legal reference: IAC 441--150 and 441--183.5(234)

Procedure

Project managers shall assist service providers to understand and comply with this policy. Assistance shall be provided during the development of contracts and throughout the contract period.